



October 28, 2013

Name

Address

City, State Zip

Effective January 1, 2014, the University of Arkansas is changing the retiree health insurance from the current UA plan administered by UMR to the University of Arkansas System United Healthcare Group Medicare Advantage(PPO) Plan. Retirees will pay their health insurance premiums directly with United Healthcare. Also effective January 1, 2014, the University is contracting out the collection of retiree dental and life insurance premiums to UMR.

Your coverage, as of January 2014, is:

*Retiree & Spouse with Medicare Advantage (\$198.20 a month each or \$396.40 total) UHC

Life Insurance: Not Enrolled

Dental: Not Enrolled

**Health Insurance enrollment assumes you do not cancel your UA retiree health insurance.*

As of 10/25/2013, your premiums are paid through: 10/31/2013

Health Insurance Billing

Effective January 1, 2014, the University of Arkansas health insurance coverage for retirees with Medicare primary will change to the University of Arkansas System United Healthcare Group Medicare Advantage(PPO) Plan. If you do not choose to opt-out of the UA retiree health insurance plan, you will be automatically enrolled in the University of Arkansas System UnitedHealthcare Group Medicare Advantage (PPO) Plan.

- United Healthcare will provide the billing services for the Medicare Advantage plan.
- In December 2013 you will receive information from United Healthcare addressing the payment processes for the Medicare Advantage plan. That information will include a payment coupon booklet to use in sending in your monthly premium payments. It will also include a form to complete to make your payments through electronic fund transfer from your bank account as well as information on the options to make your payments on a quarterly, semi-annual or annual basis.
- Medicare Advantage plans bill each participant individually, they do not bill for retiree plus spouse . If you and your spouse are Medicare eligible and you both choose to remain in the Medicare Advantage plan, each of you will receive a coupon booklet and payment processes must be set up for each of you. That means you will need to write two checks, one for your premium and one for your spouse or you will need to complete a separate electronic fund transfer form for each of you.
- Payments are due on the first of each month. Bank drafts will occur on the 5th of each month. If you choose to use the electronic payment process, it will be best to plan to send a check to pay for January premiums and begin the electronic payment process with February.

Life and Dental Plans (if currently enrolled)

The life and dental plans, coverage, providers, and premiums are not changing effective January 1, 2014, but the way you pay for those plans is changing. Effective January 2014 you will no longer pay these premiums through the University of Arkansas.

- UMR will provide the billing services for all retiree life and dental participants.
- If you are currently enrolled in life insurance, you may continue in life insurance. If you and/or your spouse are enrolled in dental insurance you and/or your spouse may continue in dental insurance.
- If you currently send your dental and life premiums to the Human Resources Office, beginning in January 2014 you will send those payments to UMR. UMR will provide the billing services for the University for retiree life insurance and dental insurance.
- In early December 2013 you will receive information in the mail from UMR addressing the payment processes for life and dental insurance. That information will include a payment coupon booklet to use in sending in your monthly premium payments. It will also include a form to complete to make your payments through electronic fund transfer from your bank account. You will have the option to pay premiums in advance on a quarterly, semi-annual or annual basis.
- Payments are due on the first of each month. Bank drafts will occur on the 10th of each month. If you choose to use the electronic payment process, it will be best to plan to send a check to pay for January 2014 premiums and begin the electronic payment process with February 2014.

Helpful Reminders and Tips

- For United Healthcare Medicare Advantage Information ---If you have not received your Welcome Kit and new ID card by December 31, 2013, please contact United Customer Service at 1-800-457-8506. Please be patient with the mailing process and allow until December 31, 2013, for your kit and ID to arrive. And please remember, if you receive a request from United Healthcare for confirmation of your address, Medicare ID number or other information, the Welcome Kit and new ID Card will be delayed until you provide that needed information.
- For UMR Information ---If you have not received the payment information mailing from UMR by December 10, 2013, please contact UMR retiree/direct billing at 1-800-207-1824. They will confirm your participation information and request a replacement packet be mailed out for you. But please be patient and wait until December 10, 2013, to ensure the mailing has had time to reach you.
- If you wish to set up electronic funds transfers to pay your insurance premiums, it will be best to send checks covering those payments for the month of January 2014 and begin the electronic fund transfers with February 2014. Remember, payments for January are due on January 1st.
- If you are currently on an Early Retirement Agreement covering any of your insurance premiums, payment for those premiums will continue under the existing terms of that agreement and you will not be responsible for your premium payments until the agreement has expired. See paid through date above.
- If you have paid premiums in advance and are pre-paid past December 2013, you will not switch to paying through UHC and UMR until your pre-paid period is past. See paid through date above. *Note the UA cannot accept premium payments for retiree insurance past December 2013.*

We know this is a big change and our office will continue to be available to you to assist with questions and clarifications. Please do begin to work directly with the UMR billing representatives but don't hesitate to contact us if you have difficulty in finding needed information or have other questions.

Sincerely,

Richard Ray
Benefits Director

